

Processing Emergency Assistance Applications

Use this process when:

- The applicant has applied for Emergency Assistance in the OPA (Section 2 only), or
- The OPA receives an Emergency Assistance referral from CFSD on the RELI (Referral Listing) screen (Section 1 and Section 2).

Section 1 (CFSD Referrals)

Step	Action
1.	On RELI , select the EM referral (i.e. EM1234) by typing a character in the SEL field and pressing Enter.
2.	Review the information displayed on CEAR (CAPS Emergency Assistance Referral). <ul style="list-style-type: none"> • It may be easiest to print the CEAR screen to use the data to enter/update information in TEAMS
3.	Search TEAMS for the person. Follow policy guidelines regarding using an existing case number vs. registering the person under a new case number. <ul style="list-style-type: none"> • Remember, CEAR displays the “PI” (in the REL column) as identified in CAPS. This person does <u>not</u> have to be the TEAMS PI! Please follow policy guidelines to determine the TEAMS PI for these Emergency Assistance cases.

Section 2

Step	Action
1.	Register the program type code EM on the APRE screen (for a new case) or the APMA screen (for an existing case). <ul style="list-style-type: none"> • There is no subtype code for Emergency Assistance.
2.	Complete the screens in the default screenflow (ADDR, INDA, SEPA, SSDO, RECI, EPME).
3.	When you reach the EMAA screen: <ul style="list-style-type: none"> • For cases receiving “soft services,” enter: <ul style="list-style-type: none"> – ‘SO’ for EXP TYP. – The EM ID#, from the CEAR screen. • For cases receiving “hard services,” enter: <ul style="list-style-type: none"> – Code(s) for EXP TYP field(s). – Dollar amount(s) in the associated AMOUNT field(s). Press Enter to access EMAV .

4.	<p>On the EMAV screen:</p> <ul style="list-style-type: none"> • For cases receiving “soft services”: <ul style="list-style-type: none"> – The appropriate OPA Supervisor (one who is managed by the same County Director as the OPA Eligibility Worker who entered the payment) must authorize the payment by entering his/her password in the AUTH USER ID field. • For cases receiving “hard services”: <p>The OPA Eligibility Worker enters the following mandatory fields.</p> <ul style="list-style-type: none"> – VENDOR NAME. – ADDRESS 1. – CITY. – ST. – ZIP. – INVOICE OR DATE OF SERVICE. – FEDERAL TAX ID (FEIN), <u>or</u> SSN and NAME OF PERSON WHOSE SSN WAS ENTERED ABOVE. <p>The OPA Eligibility worker would then request a supervisor (one who is managed by the same County Director as the OPA Eligibility Worker who entered the payment) to authorize the EMAV screen(s).</p>
5.	<p>After the OPA Supervisor has authorized the EMAV screen(s), automatic case notes are stored on CANS.</p> <ul style="list-style-type: none"> – Note: Automatic case notes are stored for each authorization on EMAV. If there are multiple expense types, there will be multiple case notes.
6.	<p>After the OPA Supervisor has authorized the EMAV screen(s), notice requests are created on NORE.</p> <ul style="list-style-type: none"> – Note: A notice request is stored to NORE for each authorization on EMAV. If there are multiple expense types, there will be multiple notice situations. Delete any of the extra notice requests. <p>The OPA Eligibility Worker can work the notice.</p>

To Deny an Emergency Assistance Application:

Step	Action
1.	<p>OPA Eligibility Worker: Enter a Denial Reason code of OBE (Other Basic Eligibility) in the DENIAL REASON field, and a ‘Y’ in the AUTHORIZE field on EMAA. Press Enter.</p> <ul style="list-style-type: none"> • If an application was denied in error, use REPT to reopen the EM.
2.	<p>Enter a case note on the CANO screen to document the action taken.</p>

Hints for using TEAMS to verify status of the Emergency Assistance application:

- ‘Next’ to the **CAP2** screen.
 - If the Emergency Assistance application was **denied**, the Application Received and Status dates will be the same. The Status Code **DE** will also be displayed.
 - If the application was **approved**, the Status Code will be **CL** (closed), and the Status date will be the last day of the application month.
- The **CLPR** and **DECA** screens also display this information.